2019 SUMMER CUSTOMER SUCCESS REPORT

SOCIAL INTRANET SOFTWARE CATEGORY
Social Intranet Software Overview

Social intranet software is an easy-to-use application that includes social technology, multimedia creation and collaboration capabilities, robust search, and more. You can utilize it to create a communication hub that can be effortlessly accessed to get tasks done. Conventional legacy intranets do not have social features such as profiles, comments, and the ability to share digital content.

A social intranet facilitates two-way communication. You can use it to publish company news and announcements, and users can share their opinions and comments on them. This improves user engagement and encourages them to contribute to the enterprise.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:
1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:
1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:
1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

---

**Customer Success Report Award Levels**

**Market Leader**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**Top Performer**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**Rising Star**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards

Check out this list of the highest rated Social Intranet Software software based on the FeaturedCustomers Customer Success Report.

**Market Leaders**

- IGLOO
- interact
- jive
- jostle
- simpplr.
- unily

**Top Performers**

- BONZAI
- GreenOrbit
- MangoApps
- Noodle
- OnSemble
- A VERINT Company
- ThoughtFarmer

**Rising Stars**

- axero
- INGENIX
- twine
ABOUT AXERO

Move work forward. Replace your outdated, socially challenged intranet with Communifire, the intranet software for teams that love intranets. 100% useful. 100% customizable. 100% loved by over 5,000,000 people. Communifire is your modern, fully featured social intranet software that supports your employees and your business. 99% of Communifire Intranet customers are still actively using the platform after 5 years. From connecting your people and streamlining communication to enhancing collaboration and managing content, our full suite of integrated tools will help your organization be more informed, quicker to take action and prepared for tomorrow.

"I couldn't think of any better tool to help us achieve collaboration through knowledge sharing. While the product is great, the best part about Communifire is the people! You can expect only the best level of support from the Axero team. They're not just solution-oriented, they're people-oriented!"

Aimee Bacallan
Coordinator, Queen's University

"Customer support with Communifire is one of the best I’ve experienced on any online platform. My question was answered almost immediately after posting in the forums, and I had a solution to my problem in less than 5 minutes."

Mallory Hatten
Head of Marketing, LiquidAgents Healthcare

"Communifire has all features I want, and the user experience is easy to tailor. I like being able to jump in and make the Home page our own to organize and display high-priority content like event photos."

Colton Leonard
Chief Culture Officer, Nutrabolt

"We implemented our corporate social intranet with Communifire and we are more than pleased with the team, the product, and the professionalism exhibited."

Ei Ei Thu
Senior Consultant, PhillipCapital, PhillipCapital
ABOUT BONZAI INTRANET

Bonzai is an award-winning intranet company that delivers dramatically evolved, ready-to-deploy intranets for SharePoint and Office 365. As a Microsoft Certified Gold Partner with multiple SharePoint MVPs, Bonzai has the technical skills and business sense to recognize that an alternative to designed-from-scratch intranets is not only possible, it’s imperative for organizations wanting to maximize the value of their investment in SharePoint.

“BONZAI is convenient and has already saved me time and peaked my interest in other aspects of the company. BONZAI enables me to look after whatever it is I need to look after at the time, without having to bother someone else for answers.”

Holly Tompkins
Lead Dispatch, Logistics, Source Energy Services

“I LOVE the features in BONZAI of displaying important messages to add and customize on different pages as well as the slider webparts. These have made it easier to meet the needs of our employees and made delivery time faster. A big thanks to the BONZAI team.”

Vijay Aggawal
Health Systems Planning Advisor, Vancouver Coastal Health

“With DC Connect, we’re building our internal community with the intention that it will become an indispensable communication hub for all employees of the College.”

Thor Borgford
Vice President, Academic and Provost, Douglas College

“BONZAI delivers unparalleled customer service & support: efficient, effective, personalized, knowledgeable/creative and prompt—always! Delivers on promises consistently and embodies continuous improvement & innovation.”

Neda Ilic
British Columbia Automobile Association

47
Customer references from happy Bonzai Intranet users
VIEW ALL REFERENCES
ABOUT GREENORBIT

Dare to seek a better intranet. You’re not distracted by the flashy integrators with their shallow functionality. No, you want to equip employees and empower content creators with the right tools. Discover the intranet that provides everything you need, built in. GreenOrbit enables you to drive efficiency, foster collaboration, and create an intranet experience that works for your culture and brand.

“Shell rolled out GreenOrbit to 30,000 users within 1 week and deployed globally over the following month. This resulted in significant cost savings estimated at US $1 million.”  
Global Intranet Manager  
Shell

“Audi chose the GreenOrbit solution because it was able to deliver all of the features out of the box.”

IT Specialist  
Audi

“The biggest benefit we have achieved is access to documents that are up to date. We’ve also achieved different ways to communicate information and GreenOrbit has allowed us to be more innovative in the way that we operate.”

Melanie Fisher  
People & Culture Advisor, Benson Radiology

“One of the key benefits of GreenOrbit that we enjoy is the ability to use Online Forms. We use forms for various things; like new hires and vacation requests. It really, really simplifies our lives.”

Wayne Kuzek  
IT Manager, Coast Appliances
ABOUT IGLOO SOFTWARE

Igloo is a web-based platform for collaborating at work. It’s a digital workplace that enables you to share files, find answers, solve problems, locate information and expertise and tap into the collective knowledge of your customers, partners and peers, virtually anywhere. Igloo is a natural evolution for the way they work. And it makes them much more efficient, not by replacing the productivity tools they use today, but by optimizing the flow of information between people.

“Since we operate in so many countries, we also love Igloo’s multilingual capabilities. It’s awesome that users can select their language of choice, and translate their content on the fly.”
Anne Patterson
Community Manager, Digital Opportunity Trust

“The more we can make the intranet self-service and easy for staff to share knowledge, the better it is. Igloo, fortunately, makes some very nice tools for users to self-service.”
Greg Read
Senior Developer, Technology, ATP World Tour

“Being able to post status updates and chatting was something we really wanted to go for. Although it was promised in some of the other intranets, it wasn't as intuitive as it could have been.”
Samantha Barrell
Process Improvement Manager, Anglia Farmers

“Igloo Developer Support was incredibly knowledgeable and responsive. Combined with their KB, we were able to stand up a functioning prototype in only 4 days. We’re eager to build with Igloo again!”
Josh Cass
Software Engineer, Bonusly

39
Customer references from happy Igloo Software users

VIEW ALL REFERENCES
ABOUT INGENIUX

Ingeniux delivers the next generation of web experience management software for managing content, community, and collaboration. Content published and deployed from Ingeniux software touches millions of people every day.

"The Ingeniux platform is 24 times less expensive than the most expensive CMS. This system brings more value than a system like that.”
Aldo Bermudez
Senior Director of Digital Marketing, Lookout

"When it's that easy, we knew what we wanted it [Ingeniux] at that point.”
Barry Woodhead
Web Platform Development Team Lead, 5280 Solutions

"All of our account managers at Ingeniux have been beyond helpful and super accommodating.”
Emmanuel College

"With the power of taxonomy and tagging we are able to make sure the right content is displayed on the right pages. Ingeniux gives us the flexibility we need and also helps us stay in compliance.”
Victoria Hallock
Digital Marketing Lead, Washington State Employees Credit Union
ABOUT INTERACT SOFTWARE

Interact is a global enterprise software company that serves intranet software to over one million users across more than 850 organizations. They specialize in solving internal communication and collaboration challenges by combining their sophisticated intranet software with outstanding professional services, focusing on developing long-term strategic partnerships with their customers.

86

Customer references from happy Interact Software users

VIEW ALL REFERENCES

“Interact Blogging is a critical tool for us in terms of driving collaboration. Our CEO Andrew Leaitherland blogs very regularly and that’s been fantastic for engaging staff across all our practice groups.”

Ryan Kaye
Project Manager, DWF

“Interact’s Customer Success Plan has been critical to the ongoing success of our intranet, Media Vine. The plan ensures we not only achieve the original objectives that we set out for Media Vine, but we continue to evolve those objectives and put in place a plan to achieve them. The strategy sessions often uncover ideas and opportunities we would never…

Genevieve Potter
Bauer Media

“Since the launch of our new intranet, there has been a significant increase in the number of employees who agree or strongly agree that they receive adequate communication about changes happening at Piedmont and the company’s future plans and directions.”

Kelli Newman
Director of Internal Communications, Piedmont Healthcare

“Interact has provided excellent support for the ideation, creation and launch of our intranet. Since using Interact’s software, we’ve been able to completely overhaul our intranet to make it much sleeker and easier for employees to use.”

Jennifer Clark
SVP Communications, Sony Interactive Entertainment
Jive (Nasdaq:JIVE) is the communication and collaboration platform for modern, mobile business. Recognized as a leader in social business by the industry's top analyst firms, Jive's cloud based platform connects employees, customers and partners transforming the way work gets done and unleashing productivity, creativity and innovation for millions of people in the world's largest businesses.

"Our Jive-powered community has completely changed the way Cerner works and engages with clients and vendors."

Todd Stuck
Director of Workforce Enablement Solutions, Cerner

"Jive Software's products are extremely flexible and met our needs perfectly. And the no-nonsense approach to development was amazing: If they said it could be done, then it was done."

Saul Gurdus
Director, Global Escalation Services, Citrix

"We believe in the power of people and know that we can accomplish more together than as individuals. One conversation at a time. One idea at a time. One action at a time. We are on a quest to shape the future, and we are engaging with thought leaders to do this together."

May Petry
Vice President of Marketing, HP Software, HP

"What we really like about our Jive community is that it reflects how our salespeople naturally interact and work with each other and with corporate. Even better, unlike CRM systems, it's a software tool that they actually use."

Jon Michael Richardson
Manager, SOS Operations Community Involvement, T-Mobile

Customer references from happy Jive Software users

VIEW ALL REFERENCES
ABOUT JOSTLE CORPORATION

Jostle Corporation is the creator of a new kind of employee intranet designed to help leaders engage their workforce. Jostle’s People Engagement platform is helping organizations around the world become extraordinary. It creates connected and vibrant workplaces by engaging employees, enabling communication, and driving workplace culture. Their customers achieve employee participation rates of over 85% — that’s over 5X industry norms.

“I think the Jostle intranet is hugely important to us, even more as we grow. Particularly in the way that we’re growing because of the disparate nature and time zones of the teams.”

Jo Berrington
VP – Brand, YOTEL

“The Jostle intranet had the unique ability to clarify our overall organization and help us with internal communication.”

Patti Bridal
Director, Corporate Services, City of Vernon

“We’re constantly forming and reforming teams that involve staff located all over the world. I’m just thrilled we’ve found the Jostle intranet and we’re already enjoying the way that it is bringing clarity and unity to our complex and evolving organization.”

Benjamin Jackson
Director of Communications, Catch the Fire

“As a new employee, the Jostle intranet has really helped me to easily get to know the wider team at H+H. It’s also such a simple way to brainstorm and get quick feedback on your thoughts and ideas.”

Matthew Martin
Team Leader, Harris + Hoole
ABOUT MANGOAPPS

MangoApps is the hub of any digital workplace. It is the central location employees go to for fast and seamless access to all the tools they need every day to share, communicate, collaborate, find & learn. MangoApps provides core new tools like enterprise social networking, modern Intranet, team collaboration & employee engagement software while integrating with existing enterprise systems so employees have access to everything they need in one place.

194 Customer references from happy MangoApps users

VIEW ALL REFERENCES

“MangoApps best matched the multi-faceted capability we were looking for in a tool. Not just an easy way to present information but also an easy way for an employee to find what they were looking for.”

Jim Maul
CIO, Kelly-Moore Paints

“MangoApps is facilitating us in becoming a truly global company. I see MangoApps as a good fit in our current and future architecture.”

Urs Widmer
Global CIO, Huber+Suhner

“We loved all the features MangoApps had. It forced us to think about using our Intranet in new ways, which was exciting.”

Carolyn Prendergast
Head of Corporate Communications, Tatts Group

“We are using MangoApps to share documents and files. My site uses it to store meeting minutes and we have tried to hold our monthly meeting on Mango using chat.”

Sally Villasenor
Nurse Practitioner, Emergency Physicians Medical Group
ABOUT NOODLE

Noodle is the social intranet software that improves communication, enhances collaboration, and encourages innovation in the enterprise. It brings microblogging, wikis, document sharing, instant messaging and other social business tools in a single portal.

"Easy to use, low cost, high ROI, outstanding support, flexible, robust, secure and safe. We built an interactive portal that is relied upon by our 500 staff."

Stinus Andersen
Morson Group

"Noodle’s Intranet Solution has greatly improved the company’s communication and collaboration capability and agility."

Jim Creel
Director of Technology, Taco John’s

"This is the Best Intranet Portal I have ever seen. By the time we decided to subscribe to a cloud-hosted Noodle [ after the 30-day free trial ], our intranet was already 90% ready. It took us only another week to fully complete our intranet. WOW- AMAZING!"

Allen Hernandez
Network Administrator, Circus World Display

"Noodle was by far the most economical and most flexible intranet software on the market to connect our 65 different offices across North America."

Aaron Socci
Bold Brew Studios

14 Customer references from happy Noodle users

VIEW ALL REFERENCES
ABOUT ONSEMBLE

OnSemble is a drag-and-drop, no programming needed, one-stop-shop collaborative suite. An intranet that employees will love, and actually use. OnSemble is a responsive and mobile platform. It’s simple to implement however you choose. A SharePoint alternative that does more, that’s easier to use, faster to build, and fits your needs.

The OnSemble intranet portal has been a great fit for our financial institution. We are a community bank and have built a culture with our employees that values sharing information, collaboration and a fun atmosphere. Because of the customization allowed with this intranet, we’ve been able to blend those needs along with the more basic (read boring)...

Nick Thom
First Northern Bank of Wyoming

Passageways is a great tool to make your work environment work as a community. You can make it fun and navigationally/organizationally friendly. The support from their staff members gives you the ability to make it your own. If you are not a computer whiz, it can be overwhelming once you begin building pages. However, the tools given to you...

Courtney Evans
Allegius Credit Union

Onsemble not only provides user-friendly tools to create impressive pages, but they also offer fantastic customer service and technical support to guide you along the way. I also love to check out the Onsemble Community Page for different ideas on how other institutions are using the software. You never feel like you are alone in coming up with ideas, or...

Bethany Ramirez
Jefferson Bank

The sky is truly the limit with this software. Onsemble gives you the tools and lets your imagination run wild. You can create your pages however you want and create something totally different than another institution using the same software! Their tech support will even assist you if you run into a road block.

Jon Corbett
Zeal Credit Union

50
Customer references from happy OnSemble users

VIEW ALL REFERENCES
ABOUT SIMPPLR
Simpplr is a social intranet that helps you improve employee communication and engagement. Simpplr connects employees across departments, locations and time zones. From company news to project updates, Simpplr streamlines the information employees need to stay in the know and get their work done. Simpplr simplifies companywide collaboration, promoting participation at all levels of the organization. As a result, employees are well informed, better engaged and more productive.

"Deploying Simpplr has allowed us to quickly deliver an Intranet Solution to immediately meet business needs...users and content owners are quickly getting on board and impressed with its ease of use and social capabilities."
Inder Dhoofer
Eurostar

"With Simpplr, our employees feel more connected to NEI's purpose and strategy. All of our content is easy to access and easy to keep up to date. This has not only improved employee productivity but has also dramatically increased employee engagement and overall satisfaction scores."
Steve Wylie
Director, Digital Strategy and Marketing, NEI

"Future State's highly distributed workforce requires effective communication across our team. Simpplr's easy-to-use and visual digital workplace platform has enabled us to significantly increase our communications efficiency and empower our employees to connect with each other."
Kathy Krumpe
Chief Operating Officer, Future State

"With Simpplr, our employees are beginning to use the intranet as their primary source of news and information, and they're becoming more closely connected to each other in the process. That's a real success for us."
Jenna Booth
Director of Business Information Systems, The Trust for Public Land

26 Customer references from happy Simpplr users
VIEW ALL REFERENCES
ABOUT TELLIGENT

Tellgent is a leading provider of social community software for the enterprise. Companies use Tellgent Community to improve their online customer service, engage customers and prospective buyers in more meaningful ways, and learn how consumers, partners and businesses use their products and services.

"We chose Tellgent because we wanted a completely customizable user experience, a full set of social features and analytics to measure the success of our integrated social strategy."
Scott Moore
American Institute of CPA

"Tellgent Community is a mature private community platform which allowed us to quickly start off with the built-in features like social interaction, search and various sorting options. We took advantage of the Tellgent capabilities to build a robust, yet easy to use place of interaction for the Olympus customers."
Gianluca Turturro
Lead Solutions Architect, Olympus

"Our clients are now able to connect with each other on a variety of topics, including custom reporting writing. Besides training and report consultation from our service teams, clients are able to post their report problems for other clients to solve. Clients can also share custom reports with one other and gain additional opportunities to network and improve…"
Joe Thurmer
Client Solutions Support Team Leader, API Healthcare

"I love that Tellgent’s platform is customizable and easy to use for a nontechnical person. I can quickly create the community design and layout I envision to accomplish our business objectives."
Lauren Coppola
Associate Product Manager, HealthStream
ABOUT THOUGHTFARMER

ThoughtFarmer is Social Intranet Software. It combines traditional intranet features — things like news, structured content, search and an employee directory — with social software features, like blogs, feeds, wikis and social networks.

"We see tons of examples of people collaborating towards common goals, that has been a great thing we have been able to do with our ThoughtFarmer intranet.”
Vanessa Millar
Intranet Community Manager, MD Financial Management

"ThoughtFarmer came in and did wonderfully. They really related to our industry, and they understood what we needed.”
Lauren Celli
Global Corporate Communications, Cannondale Sports Unlimited

"ThoughtFarmer has significantly improved the delivery of projects we do at Kerr Wood Leidal.”
Jonathan Funk
Engineer and Intranet Manager, Kerr Wood Leidal

"The support we get from ThoughtFarmer is phenomenal. Response times on help requests are great. We just wish all our vendors were that way.”
Richard Hamlin
CIO, Farm Bureau Bank, Farm Bureau Bank
ABOUT TWINE

Twine is an intranet for the modern workplace. Bringing your people, content and ideas together in one place with apps such as a Knowledge Base, People Directory, Form Builder, Blogs, Groups and more. It’s built on a modular basis, so you can pick and choose the features you need and start building your ideal digital workplace.

“We’ve been extremely pleased with the level of colleague engagement. Before Twine we struggled with communicating and making a noise about important news to the whole of the business. Twine has more than solved this problem!”

Catrin Fox
Landmark

“76% of our graduate managers engage with Twine on a daily basis. It’s great for tracking progress and engaging our graduates.”

Rob Farace
National Resourcing Manager, NHS Leadership Academy

“Because Twine are at the forefront at what they do, they know what technical developments there are and how they can enhance the intranet. It becomes a very beneficial relationship.”

Jonathan Cornwell
Partner, BCL Solicitors LLP

“We needed a portal that could get students from all over the world meeting each other and collaborating on ideas with people that they’ve never met before. They took to Twine - it was amazing to see them connect so quickly.”

Jennifer Gearheart - Tang
Global Innovation & Research Manager, Shell Ideas360

10 Customer references from happy Twine users

VIEW ALL REFERENCES
ABOUT UNILY

Unily is a leading Intranet-as-a-Service combining a rich intranet platform with dedicated customer success services as part of a monthly subscription cost. Founded by BrightStarr, an award-winning SharePoint consultancy with over 10 years of experience working with enterprise solutions, Unily continually strives to be the best intranet solution on the market. Their vision was to harness all their knowledge from over a decade of creating customized portal solutions to create a feature-full Intranet-as-a-Service solution that delivers award-winning user experiences, combined with a robust evergreen platform.

48
Customer references from happy Unily users

“We look forward to our continued partnership with the Unily team. There are definitely amazing things on the horizon for this solution and we are excited to be a part of this journey and to see our intranet solution grow with it.”
Adrian Gagala
Team Leader Collaboration & HR Systems, Group IT, Dormakaba

“Unily Intranet has enabled Wiggle to collaborate across the business, both at a project level as well as an organisation level. Unily has proven to be intuitive for users, and with the ability to customise as relevant, we’ve been able to use the tool effectively and look at ways to further enhance the use of Unily within Wiggle.”
Rebecca White
Head of Delivery, Wiggle

“You become more collaborative, you work with people that you didn’t know previously.”
Dani Wakelin-Doak
HR Advisor, Monsoon Accessorize

“We are a high tech company with strong core values. When you talk about an intranet product, you want something that feels high tech for employees and also maintains and fuels employee engagement. So that was our goal.”
Sara Holtz
Senior Manager, Internal Communications, Ellie Mae